

Blacktown ED duress issues

----- Forwarded message -----

From: MURPHY Mark [REDACTED]
Date: Wed, 22 Feb 2023, 22:36
Subject: Fwd: Re Emergency resolution DRAFT RESPONSE
To: nick.howson [REDACTED], fjmcc1 [REDACTED]

Hi guys FYI below!

Sent from my iPhone

Begin forwarded message:

From: "Kirstie Kwiatkowski (Western Sydney LHD)" [REDACTED]
Date: February 22, 2023 at 9:07:47 AM GMT+11
To: "Jessica Kybert (Western Sydney LHD)" [REDACTED], MURPHY Mark [REDACTED], "Christine Boxsell (Western Sydney LHD)" [REDACTED], "Andres Bradford (Western Sydney LHD)" [REDACTED]
Subject: Fw: Re Emergency resolution DRAFT RESPONSE

From: Graeme Loy (Ministry of Health) [REDACTED]
Sent: Tuesday, 21 February 2023 09:51
To: Kirstie Kwiatkowski (Western Sydney LHD) [REDACTED]
Cc: Alison Derrett (Ministry of Health) [REDACTED] Brad Ceely (Western Sydney LHD) [REDACTED] Matt Sydenham (Ministry of Health) [REDACTED]; Maria Lingam (Ministry of Health) [REDACTED] Christina Igasto (Western Sydney LHD) [REDACTED]
Subject: Fwd: Re Emergency resolution DRAFT RESPONSE

Hi Kirstie,

I apologise for the late response as I am only just now becoming aware of the requests by staff in the email below.

Can I start by apologising to our nursing and all Blacktown ED staff for the lack of operational duress systems in the Blacktown ED.

I am incredibly disturbed that these systems were in that condition, particularly given that not only was I not aware of this issue, but that we had been advised as late as the the day before the incident that the duress systems in the ED were tested and functional.

A routine duress alarm testing program for fixed and portable units was introduced 12 months ago and there have been no issues escalated to enable the district to take action.

Despite this can I confirm that in response to your correspondence the following actions have been implemented tonight:-

1. Effective from day shift tomorrow (or tonight if we can access them) 2 security guards will be posted to the Emergency Department 24/7 until the duress systems are available and functional and all staff are trained in their use. The role of these security officers is supernumerary and they will solely have a safety focus, ie, cannot be used for specials, non-security related issues or any functions outside of the ED.
2. I have directed our asset management team to attend site tomorrow to perform a full assessment of all duress in the ED, fixed and portable. This assessment is to include functionality, quantity, location, maintainability, and operational effectiveness (ie, whether they work).
3. Asset management have been directed to assess the opportunity for a safe assessment room as identified in your correspondence below.
4. I will ensure we follow up on the response from the facility management below re the additional portable units to clarify definitive delivery timeframes for you and the staff.

Given the unpredictable nature of aggression in our EDs it is not practical to create an effective bypass option however I would invite you and ED staff to a workshop with management to agree on options to minimise this risk as far as reasonably practicable. This would be urgently arranged at a time suitable to the branch and management.

Please be aware that the safety of my ED staff is the highest priority and we will work closely with all to achieve an outcome where staff feel safe in their workplace.

As always happy to discuss.

Graeme

Regards

Graeme Loy
Chief Executive
Western Sydney Local Health District
PO Box 574, Wentworthville NSW 2145
Office [REDACTED] Mob [REDACTED]

Begin forwarded message:

From: "Brad Ceely (Western Sydney LHD)" [REDACTED]
Date: 21 February 2023 at 7:57:42 pm AEDT
To: "Graeme Loy (Ministry of Health)" [REDACTED]
Subject: Fwd: Re Emergency resolution DRAFT RESPONSE

Sent from my iPhone

Begin forwarded message:

From: "Marie Baxter (Western Sydney LHD)" [REDACTED]
Date: 21 February 2023 at 4:53:04 pm AEDT
To: "Kirstie Kwiatkowski (Western Sydney LHD)" [REDACTED] "Brad Ceely (Western Sydney LHD)" [REDACTED], "Kelly Bivona (Western Sydney LHD)" [REDACTED] "Satish Mitter (Western Sydney LHD)" [REDACTED], "Robbie Cruceanu (Western Sydney LHD)" [REDACTED] "Christine Boxsell (Western Sydney LHD)" [REDACTED] "Jessica Kybert (Western Sydney LHD)" [REDACTED] "Andres Bradford (Western Sydney LHD)" [REDACTED], MURPHY Mark [REDACTED]
Subject: FW: Re Emergency resolution DRAFT RESPONSE

Dear Kristie,

I acknowledge receipt of your below email. I confirm that the matters are being investigated, considered and/or addressed by a vast number of individuals within the Facility as a result and response to the incident. Given that some of the review procedures are still being undertaken and/or finalised, a fulsome response will be provided to you in writing by COB 23 February 2023.

In the interim, Brad Ceely and myself have met with Mark Murphy and Chris Burke from NSWMA in relation to this incident 21/02/23. During these discussion the safety concerns were raised and discussed, with broad feedback already provided to these representatives.

I can confirm that 200 Replacement mobile duress alarms have been ordered with 95 of them being delivered as a matter of urgency and we expect the remainder within 3 – 4 weeks. I note that since the opening of the new Emergency Department over 150 duress alarms had been purchased and allocated to the Emergency Department.

The safety and security of all of our staff remains of utmost importance and paramount to the Hospital. Upon receiving our response on 23 February 2023, should further discussions and/or clarity be required I welcome further discussions and happy to organise a meeting to work through.

Marie Baxter

Adj. Associate Professor Curtin University WA

Director of Nursing and Midwifery

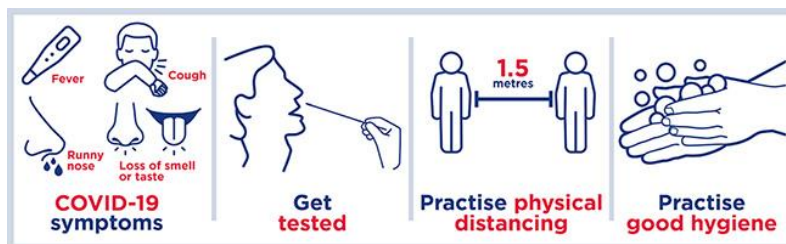
B2Hub, Building B, Blacktown and Mount Druitt Hospitals

Western Sydney Local Health District

Mobile [REDACTED] Email [REDACTED]

“I respectfully acknowledge the past and present traditional owners of this land that we are working

on.”



From: Kirstie Kwiatkowski (Western Sydney LHD) [REDACTED]
Sent: Tuesday, 21 February 2023 11:14 AM
To: Marie Baxter (Western Sydney LHD) [REDACTED]
Cc: Brad Ceely (Western Sydney LHD) [REDACTED]; Robbie Cruceanu (Western Sydney LHD) [REDACTED]; Kelly Bivona (Western Sydney LHD) [REDACTED]; Satish Mitter (Western Sydney LHD) [REDACTED]; Christine Boxsell (Western Sydney LHD) [REDACTED]; MURPHY Mark [REDACTED]; Andres Bradford (Western Sydney LHD) [REDACTED]; Jessica Kybert (Western Sydney LHD) [REDACTED]; [REDACTED]
Subject: Re Emergency resolution

Dear Ms Baxter

During an extraordinary meeting held earlier today of the Blacktown NSWNMA branch, the following resolution was passed for your attention:

Members are gravely concerned about the adequacy of current safety systems in place for Blacktown ED placing staff, patients & visitors at risk.

Following the most recent serious violent incident that took place in the ED last week & subsequent to ongoing concerns about violence in the ED, staff hold serious concerns for their safety & BMDH Executive's ability to provide a safe workplace in the ED given the longstanding safety issues and inadequate response to address identified hazards including (but not limited to):

1. the inadequacy of security officer provision (and effectiveness of casual security officers)
2. the non-functionality of fixed duress points,
3. the inadequate numbers of personal duress' & their questionable functionality
4. the non-functionality of duress alarm systems, and
5. the inadequacy of measures generally to mitigate the risk of violence and aggression.

Members resolve that until such time as:

1. All fixed duress & personal duress alarms are functional & fit for purpose
2. There are adequate numbers of duress' to ensure every staff member on shift is supplied with & educated on its use
3. There are sufficient security staff employed to provide security presence in line with previous undertakings given by management

4. A safe assessment space for the management of violent and/or aggressive patients is created

There is no way to safely manage patients that present a high risk of violence and aggression in Blacktown ED, as recent violent incidents clearly demonstrate. Continuing to accept admissions of patients posing a risk of violence not only to staff, but other patients also is contrary to our professional obligations as nurses. Such patients presenting to ED via ambulance & or police with behavioural disturbances that are deemed high risk ought to be bypassed to another ED in WSLHD, or proximal LHD.

In the event that the above safety concerns are not addressed, and patients are not bypassed to another facility where they can be safely managed, staff will be forced to consider refusal of admission on a case-by-case basis, consistent with our professional obligation to safeguard patient safety and pursuant the right to refuse unsafe work pursuant S84 of the WHS Act.

We request a response in writing to the above points 1. to 4. by COB today at which time we will consider our options.

Yours sincerely

Kirstie Kwiatkowski

(Blacktown NSWNMA branch secretary)

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